

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Inventors: M.L. Denham et al. Attorney Docket No.: 121122
Patent No.: US 7,711,653 B1 Application No.: 10/668043
Issued: May 4, 2010 Filing Date: September 22, 2003
Confirmation No.: 7296
Title: SYSTEM AND METHOD FOR FACILITATING CUSTOMER SERVICE
UTILIZING EMBEDDED CLIENT FEEDBACK LINKS

REQUEST FOR CERTIFICATE OF CORRECTION

Seattle, Washington 98101

ATTN: CERTIFICATE OF CORRECTION BRANCH
COMMISSIONER FOR PATENTS:

Enclosed is a Certificate of Correction, Form PTO-1050, for the above-identified U.S. Letters Patent. The errors in the printed patent listed on the enclosed form occurred at the corresponding locations in the application file listed below:

Column,	Line	Page,	Line
10 (Claim 2,	26 line 1)	2 (Claim 2, (Amendment	23-24 of text line 1) 1/25/10)
10 (Claim 2,	27 line 2)	3 (Claim 2, (Amendment	1 line 2) 1/25/10)

LAW OFFICES OF
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Since the Certificate of Correction is necessitated by Patent and Trademark Office errors,
no fee is required.

Respectfully submitted,

CHRISTENSEN O'CONNOR
JOHNSON KINDNESS^{PLLC}

A handwritten signature in black ink, appearing to read "Kevan L. Morgan". The signature is fluid and cursive, with the first name "Kevan" and last name "Morgan" being the most legible parts.

Kevan L. Morgan
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 INVENTOR(S) : M.L. Denham et al.

It is certified that an error appears or errors appear in the above-identified patent and that said Letters Patent is hereby corrected as shown below:

<u>COLUMN</u>	<u>LINE</u>	<u>ERROR</u>
10 (Claim 2, line 1)	26	"wherein obtaining receiving" should read --wherein receiving--
10 (Claim 2, line 2)	27	"includes: generating a" should read --includes: {begin new paragraph} generating a--

MAILING ADDRESS OF SENDER (Please do not use customer number below):

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This collection of information is required by 37 CFR 1.322, 1.323, and 1.324. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to take 1.0 hour to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending on the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. **SEND TO: Attention Certificate of Corrections Branch, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450**

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